

DETAILED ACTION

Response to Arguments

1. Applicant's arguments filed February 28, 2008 have been fully considered but they are not persuasive. Applicant argues that the SS accesses the STS and not the NE. However, HE specifically teaches that the NE and STS can be a logical connection making them the same piece of hardware (column 6, lines 40-54). Therefor HE teaches accessing the further server.
2. The further network is the network that each NE and STS is on. The STS is accessed and therefor that network is accessed.
3. The user being able to access and use the resources and information on the NE is the same as a remote desktop session.
4. Adding the firewall as taught by Blumberg does not go against the teaching of He. While HE does teach, "the security server performs the network security functions", the addition of the firewall would provide a more secure barrier for the network (Blumberg, page 1, paragraph 10) and therefor make He more secure.
5. In reference to claim 7, the limitation of returning display updates is not given patentable weight because it is not in proper form since it is in parentheses.

Claim Rejections - 35 USC § 103

6. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

7. Claims 1, 2, 4, and 7 are rejected under 35 U.S.C. 103(a) as being unpatentable over Jingsha He's US Patent 5,944,824, and further in view of Seth Blumberg's US Publication 2001/0056548 A1. HE discloses:

- a. The first network (Figure 1) including a plurality of client computers and a first server computer having log-on software (column 2, lines 28-30). The first network is the network between the users and the security server.
- b. The first server computer having permission to access the further networks (column 4, lines 25-26). In order for the security server to establish mutual trust between the NE and the user, it would need to have permission to access the NE.
- c. Each of the further networks (Figure 1, Elements, 24 and 20) including a further server computer having log-on software for enabling a user currently logged on at the first server computer to also log on to the further server computer (column 14, line 55 – column 15, line 3). The further network is the network between the secure terminal server and the network elements.
- d. The further server computer including terminal service software for enabling a remote desktop session to be run on the further server computer (column 3, line 9).

8. He does not explicitly disclose a firewall for each network. However, Blumberg discloses a firewall that improves security and protects the computer (page 1, paragraph 10). He and Blumberg are analogous art because they are from the same field of endeavor, network security. At the time of the invention, it would have been

obvious to one of ordinary skill in the art, having the teachings of He and Blumberg before him or her, to modify the network of He to include the firewall of Blumberg. The motivation for doing so would have been that the firewall makes the system more secure (page 1, paragraph 10).

9. Referring to claim 2, He teaches providing the user with a list of further networks that the user is permitted to access requiring the user to select only from that list (column 14, lines 55-59).

10. Referring to claim 4, He teaches that the first network is connected to the further networks by way of the Internet (column 4, lines 38-40).

11. Claims 3, 5 and 6 are rejected under 35 USC 103 (a) as being obvious over He in view of Blumberg, and further in view of Mazhar Mohammed et al's US Patent 6,973,482 B2. He in view of Blumberg discloses all the limitations of the parent claims. He in view of Blumberg does not explicitly disclose that the networks are an IT services network and a customer network enabled to communicate to run support software.

However, Mohammed discloses:

e. After the user is logged on to the further server computer, presenting the user with a list of application programs the user is permitted to launch (column 7, lines 45-47). The administrator is performing a login on the client with minimal privileges, thus implying some list of applications or actions that may be performed by the administrator.

Art Unit: 2132

- f. The first network is an IT support service providers network and each of the further networks is a customers network (Background).
 - g. The application software comprises support software for remotely diagnosing and repairing faults on a customers network (column 6, lines 55-60).
12. He in view of Blumberg and Mohammed are analogous art because they are from the same field of endeavor, accessing remote elements. At the time of the invention, it would have been obvious to one of ordinary skill in the art, having the teachings of He in view of Blumberg and Mohammed before him or her, to modify the system and method of He in view of Blumberg to include the IT Support Service specifics of Mohammed. The motivation for doing so would have been to enable the network administrator to perform the functions of the administrator such as providing remote assistance to the computer (Mohammed, Background).

Conclusion

13. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to CORDELIA KANE whose telephone number is (571)272-7771. The examiner can normally be reached on Monday - Thursday 8:00 - 5:00 EST.

Art Unit: 2132

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Gilberto Barron can be reached on 571-272-3799. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Cordelia Kane/
Examiner, Art Unit 2132

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